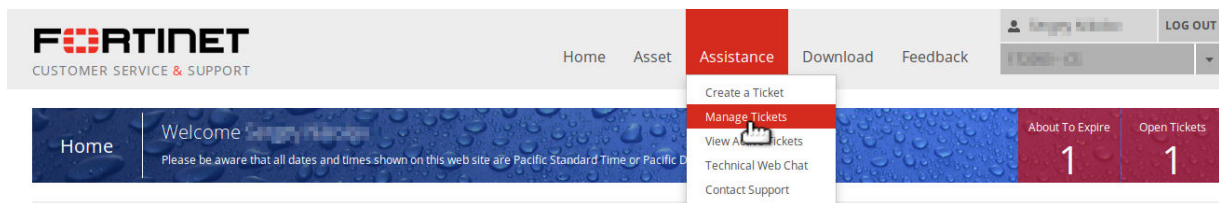


Run Reports on Your Tickets

This option allows you to generate report for your current and past tickets in your account for future reference.

1. Login to <https://support.fortinet.com> with your **account ID/email** and **password**.
2. Go to Assistance and Select **"Manage Tickets"**



3. Use **"Advance Search"** to customize the report you want to run.

View Tickets | Total Records : 4 | Filter: Off ●

Setting Export Advanced Search Please enter Ticket # or Product SN

Ticket# Product SN Subject Status Creation Date Close Date Priority Request Type Solution

Advanced Search

Subject: Ticket Number: Created Between: YYYY-MM-DD and YYYY-MM-DD Ticket Type: All Status: All Serial Number: Request Type: All Sub-Account: All

Search Close

4. **Export** – Select the type of file you want to download.

View Tickets | Total Records : 115 | Filter: Off ●

Setting Export Advanced Search Please enter Ticket # or Product SN

Ticket#	Product SN	Status	Creation Date	Close Date	Priority	Request Type	Solution
1120214	FG100D3	Closed	2014-05-15	2014-05-15	P3	Technical Assistance	Other
1112861	FGT-60210324	Closed	2014-05-06	2014-05-11	P4	Customer Service	Other